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Chief Executive Officer

August 15, 2007

To: Supervisor Zev Yaroslavsky, Chairman
        Supervisor Gloria Molina
        Supervisor Yvonne B. Burke
        Supervisor Don Knabe
        Supervisor Michael D. Antonovich

From: William T Fujioka
        Chief Executive Officer

INFORMATION TECHNOLOGY NEEDS AND POTENTIAL ON-SITE TRAINING AT COUNTY FACILITIES

On May 8, 2007, your Board directed the Chief Executive Office (CEO), Department of Human Resources (DHR) and Chief Information Office (CIO) to identify the specific Information Technology (IT) needs of the County workforce and determine whether it would be beneficial. to establish an on-site training program at County facilities, and report back in 60 days. Additional time was required to compile and analyze the IT survey results, and an extension was granted until August 15, 2007.

This memorandum provides the results of a survey of County departments on IT training needs and recommends establishing a County IT Training Advisory Body to evaluate strategies to better meet these needs.

Background

The County currently supports and provides IT training for both IT professionals and nonprofessionals by offering:

- Tuition reimbursement to employees who attend technical training courses;
- Technical training through many academic learning institutions; and
- Vendor software training through the County of Los Angeles Learning Academy.

The County will also offer on-line, vendor-provided technical training financed through the SEIU local 721 Labor Management Training Committee for their represented

employees. This includes approximately 1,600 employees and over 30 IT classifications. The training will be deployed and tracked through the Los Angeles County Learning Net, our new learning management system.

The CIO developed an IT survey that was distributed on-line to all departmental IT managers and departmental Administrative Deputies to assess departmental technology training requirements at a high level. Over 35 departments responded to the survey and the results indicated that they would find value in the County providing on-site technical training at selected County facilities. However, the types of training, curriculum and course delivery channels varied due to diverse departmental training requirements.

Specific Information Technology Needs of the County Workforce

The survey results identified the following specific County IT needs:

- **On-site training** - County departments that responded to the survey indicated that they would be interested in a County-sponsored on-site training program, whether on-line or in a classroom environment.

- **County training sites** - Over 90 percent of County departments do not have on-site training classrooms or equipment at their facility.

- **Types of training** - Departments are interested in high quality, short, concentrated technical training programs.

- **Vendor or private institutions** - Over 85 percent of County departments surveyed supported using local community colleges to provide training. The preferred training delivery channels were vendors and specialized private institutions.

- **Instructor-led courses** - The courses which were reported most valuable to meet their needs were the following:

    1. Web Projects
    2. Oracle, SQL and PL/SQL
    3. XML Programming
    4. Cisco Networking

- **Delivery** - Over 60 percent of departments surveyed reported that the best delivery approach for on-site IT training would be training provided during work hours.

Benefits of an Information Technology Training Program

- A County IT training program will enhance the skills of the County's workforce and will be aligned with the County's Strategic Plan Goals of Workforce Excellence and Organizational Effectiveness.

- IT training strengthens the County's competitiveness with other local governments and the private sector, and will improve recruitment and retention.

Recommendations

Based on our review of the IT survey results, we make the following recommendations:

- Departments have various IT needs which are often urgent and business driven. Therefore, we recommend utilizing vendors/private institutions or contractors to provide training, as they could accommodate specialty needs quickly and on an individual basis. Further, for those long-term needs that can be identified, we can explore contract delivery opportunities on County premises for those departments that have enrollment interest.

- Create a Countywide IT Training Advisory Board consisting of the CEO, CIO, DHR, and departmental IT representatives. This advisory body would be charged with working with departments to identify common required IT skill sets and developing cost-effective training strategies to build competencies in these skill sets. One of the opportunities that this body will be evaluating is leveraging the Countywide purchase agreement administered by DHR to acquire additional licenses to offer on-line technical training to non-represented County IT professionals.

Unless otherwise instructed, this office will work with the CIO and the DHR to establish an IT Training Advisory Body to further evaluate department IT training needs and develop strategies to meet those needs.

Please let me know if you have any questions, or your staff may contact Lisa Nuñez at (213) 974-1163.

WTF:LN:SK
VIC:dc

c: Chief Information Officer
   Director of Personnel

IT needs-training.bm